Healthcare Organization Questionnaire (HOQ)
Frequently Asked Questions

General

What time frame do we have to complete the HOQ?

The HOQ will be available online on **Monday, January 6, 2014**. All HOQ submission requests are due by **11:59 pm (EST)** on **Friday, February 28**.

What Web browsers does the HOQ support?

The HOQ supports Internet Explorer 8 (32 bit). Users with a higher version of Internet Explorer can resolve compatibility issues by clicking the **Compatibility View** button on the address bar.

The Compatibility View button

Follow this link to a Microsoft video about Compatibility View in IE9: http://windows.microsoft.com/en-US/windows7/How-to-use-Compatibility-View-in-Internet-Explorer-9.

Where can I find additional materials to help me complete the HOQ?

Look in the **Help** section located on the **My NCQA** page for the following resources:

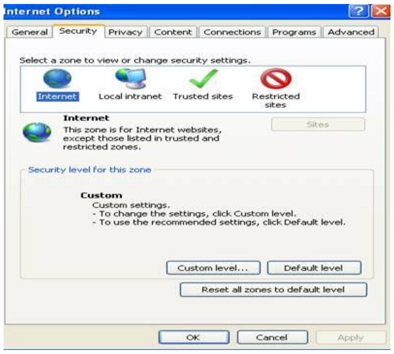
- **Frequently Asked Questions -** answers to the most commonly asked questions.
- **Glossary -** definition of terms (located under Help on the Submission List page).
- **HOQ Submission Rules -** rules for requesting a submission
- **Tutorials -** guides through the use of this tool.
- **Users Guide -** detailed overview of using this tool with background information.

[1]HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).
[2]CAHPS is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Why do I receive a security warning when clicking on the Tutorials?

This is a security warning for any browsers with a higher version of Internet Explorer. To stop the warning from appearing, follow these steps:

1. Go to **Tools> Internet Options>Security**
2. Select the "**Security tab**"
3. Select Internet in "**Select a zone to view or change security settings**" section.
4. Click the "**Custom Level**" button
5. In the Miscellaneous section, change "**Display mixed content**" to "**Enable**"



How to Access the HOQ

How do I access the HOQ?

Open an Internet browser and type http://CustomerCenter.ncqa.org in the address bar. Or you may go to http://www.ncqa.org/HEDISQualityMeasurement/HEDISMeasures/HEDISDataSubmission.aspx

Click the **Forgot your password** link to retrieve your HOQ user password. Enter your e-mail address in the box and click **Send Password**. Your password will be automatically delivered to your e-mail address.

HOQ Training Information

I've never done this before, and I don't know how to complete the HOQ!

Don't panic! Download the User's Guide when you log in, or attend a training session. We are offering three sessions in January (dates to be announced) to discuss changes to the HOQ. A recording of the HOQ training will also be posted to our webpage. Notification will contain the training schedule and instructions for reserving a space.

Where can I get extra help if I need it?

Contact your NCQA HEDIS Account Manager directly by phone or e-mail, or send an e-mail to the HOQ mailbox at hoq@ncqa.org. To find your HEDIS Account Manager, please go to http://www.ncqa.org/HEDISQualityMeasurement/HEDISMeasures/HEDISDataSubmission.aspx under Data Submission Resources for a complete listing.

Primary HEDIS Contact Management Tasks

Why it is that certain functions in the HOQ I can do?

Only the primary contact (the organization administrator or "org admin") has full access to maneuver throughout the tool and can assign users (and auditors) to organizations. There is only one administrator per organization; all other plan users are "org users." A user cannot create or modify user access.

Note: *When giving users access to an organization, be sure to coordinate the work. The database uses the last information saved, so the last person to make an update "wins."*

Role	Add/ Modify Users	Read Audit Validation	Apply Audit Validation	Mark HOQ Final
Org Admin (Primary)	✓	✓		✓
Org User (Secondary)		✓		✓
Auditor		✓	✓	

Note*: Primary and Secondary contacts both receive communications from NCQA through the HOQ Mailbox.*

User Access

How do I assign an authorized user and auditor?

Follow these steps for assigning users:

1. Click the **User Management Tool** link on the **My NCQA** page.
2. Click on **Organization Users Management** link.
3. Click **Create New User** link on the Users List page.
4. Enter the User Name (e-mail address) and create a password for the user.
   Note: *If the User has access to the HOQ/IDSS already, the same password is automatically assigned. Proceed by clicking the* ***Add Existing User to your Account*** *button.*
5. Click **Save/Update**.
6. Select any organization(s) for the user to access.
7. Click **Save/Update**.

Follow these steps for assigning auditors:

1. Click the **User Management Tool** link on the My NCQA page.
2. Click on **Auditors Management** link.
3. Click on **Create New User** link on the Auditors List page.
4. Repeat steps **4 – 7** above for setting up auditors.

How do I remove a user/auditor?

Follow these steps:

1. Click the **User Management Tool** link on the **My NCQA** page.
2. On the **User List** page, click **Remove** next to the user's name.
3. Click **OK**.

Organization

How to Add a New Organization?

All new organization requests must be approved prior to starting the submission process. Please contact your Account Manager or the HOQ mailbox (HOQ@ncqa.org) to request a new OrgID.

*Where do I find an NAIC group/company code?

The NAIC group and company codes can be found in the NAIC SERFF System that collects and processes insurance filings. These numbers are used mostly for organizations with a commercial product.

Contacts

How do I edit an existing contact's information? Do I need to inactivate the contact first?

Edits can only be made to an existing contacts last name (e.g. if recently married). Any changes to the first name will require you to inactivate the contact entirely and add a new person.

*Why is an Accreditation contact needed?

If the organization is currently NCQA Accredited, we ask that you please add an Accreditation contact.

Product

As of what date do I use for my enrollment information?

This number should represent the enrollment as of 12/31 of the measurement year.

Do I provide enrollment for those states where the member resides, even if I don't have a license to operate in that state?

If members reside in a state(s) that the organization is not licensed to operate in, the enrollment should be included in the state(s) where the organization is licensed to operate.

Note: *License to Operate State & Counties enrollment should match or add up to the total enrollment under Product Properties.*

What is the CAHPS Scoring Component field?

All Medicaid plans that submit CAHPS will be required to select which CAHPS scoring component (***Adult, Child or Child with CCC***) NCQA should use for its evaluation and reporting products. Based on this selection, NCQA will use these CAHPS results for Accreditation scoring, the Health Plan Insurance Rankings (HPR), in Quality Compass (QC) and other products.

Note: *The CAHPS Scoring Component field does not apply to commercial and Medicare plan. Once the Organization has marked final on the HOQ, no changes can be made to the CAHPS scoring selection.*

Where do I add my SNP product information?

For the Medicare population, combine all MA and SNP populations under the applicable product line (e.g., Medicare HMO). Follow these steps:

1. Click **Products** on the blue menu bar.
2. Click the **View/Edit** link for the product.
3. Click **Edit**.
4. Enter the product information in the blank pop-up box.
5. Click **Save**.

*What is the HIOS?

HIOS (the Health Insurance Oversight System) is the federal government's primary data collection vehicle for health insurance "Exchanges" Marketplaces. One function of HIOS is to collect data from health plan issuers that want to become certified qualified health plan (QHP) issuers. There is a number that is provided when using this system.

*Is the HIOS Number field required?

No, but since we are using this number for informational purposes, we request that those plans with an exchange product they are selling on the new Exchanges, please provide the HIOS number for that state. NCQA is beginning to collect identifiers that will help Exchanges and NCQA match accreditation information in the future.

*If I enter an HIOS Number will I need to enter my Exchange population?

No, plans should only enter the population for the product they are reporting on (ex. Commercial, Medicaid or Medicare). The HIOS Number is for informational purposes to help NCQA with collecting HEDIS for Exchanges in the future.

Submissions

*Why do I need to select a Submission Type for commercial and Medicaid product lines?

For plans with multiple submissions (Product Lines and Reporting Products), the submission type selection is used to help identify the intention of each submission. We would like to understand which of the three categories an organizations submissions could fall under. Please refer to the submission section of the HOQ User's Manual to view different scenarios to help guide you through this field.

- NCQA Programs
- State
- Other

*For the Health Outcome Survey (HOS), how do I know what to report?

Plans are instructed by CMS to select Baseline and/or Follow-up. If you are unsure you may also check with your HEDIS Account Manager.

Why do I receive a warning for my Commercial HMO/POS/PPO when I try to mark final?

You must get approval from the NCQA Policy Department to request any of the following Reporting Product types:

- HMO/PPO
- POS/PPO
- HMO/POS/PPO

***Note**: You can still mark your organization final while awaiting approval for your submission.*

If I need to change a submission component. How do I do that?

To change a submission component (i.e., ***product line***, ***reporting product***, ***special project***, ***special area or CMS contract number***) click the **REQUEST NEW SUBMISSION** link. You will receive a new submission ID.

Why this year's submission is ID different from last year's ID?

You have a new ID if you made changes to a submission component. To rotate the submission on a previous submission ID (commercial and Medicaid only), you must get approval from the NCQA Policy Department. You may contact them through the Policy Clarification Support (PCS) system at www.ncqa.org/pcs. Once you have approval, contact your account manager to enter the information on the back end.

When I create a new submission, why do I see (****) instead of a new submission ID?

Your submission must go through an approval process prior to getting assigned an ID. After the submission is approved, you will receive the actual submission ID. Give this number to your HEDIS Auditor or CAHPS vendor after the IDSS is released in April.

May I request a regular HEDIS submission and a state-mandated submission for the same organization?

Yes. You may create two submissions if you need an additional submission for the same product line/ reporting product (e.g., Commercial HMO). One submission will have the state's *Special Project* (e.g., TX Commercial). Create the second (duplicate) submission for your regular HEDIS submission and leave the *Special Project* field "None."

How do I request a new SNP submission?

Select **Special Needs Submission** in the *Submission Type* field. The key components for requesting a SNP submission are **Special Area** (scroll down to the series of SNP Plan ID numbers), **Special Project** (scroll down to the series of SNP Plan Types) and CMS contract number.

Why can't I add HOS to my SNP submission if the SNP meets the eligibly criterion for HOS?

You must request a separate HOS-only submission for each SNP that meets the enrollment criterion.

How do I get the Survey Sample Frame (SSF) audited if I'm submitting audited CAHPS data?

Follow these steps:

1. Click on **Request Submission** link to request the same sub id from the previous year or on the **Request New Submission** link (sub id assigned after HOQ upload)
2. After completing all submission requests, click on the **Validate HOQ** button on the **2014 Submission Request** page after completing all submission requests and/or updates. (This runs the HOQ through the second tier validations.) You will receive an error message instructing them to give the auditor access in order to close the submission request.
3. Notify and give access to the auditor in order to validate the SSF.

Our plan has an accredited Medicaid product. Must we complete the CAHPS Scoring Component field before giving the auditor access to enter the results of the survey sample frame validation?

Yes. You must first complete the CAHPS Scoring Component field before the system will allow you to request a Medicaid submission.

If we participate in commercial or Medicaid CAHPS, must we request submissions before giving the auditor access to enter the survey sample frame results?

Yes. You must request the commercial and Medicaid submissions before the auditor can enter results. If you have a Medicare submission request under the same organization, Medicare-only organizations or unaudited submissions with CAHPS, these do not require auditor approval and do not have to be completed before the survey sample frame results are entered by the auditor.

Must we mark the HOQ final before we give the auditor access to enter the results of the survey sample frame validation?

No. You do not have to mark the HOQ final in order for the auditor to enter results. If you cannot request submissions before the survey sample frame results are due to the survey vendor, you may get approval directly from the auditor, send the sample frame (along with the auditor's approval) to the survey vendor and finalize the HOQ before the February 28 deadline.

Does the Auditor need to enter the results of the survey sample frame validation in order for the Survey Vendor to start fielding the survey?

No. The sample frame approval process with your Auditor is not dependent on completion of the HOQ. The Auditor can enter the results of the survey sample frame validation any time prior to the February 28 deadline. The collection of the Auditor survey sample frame approval results are necessary for NCQA processing when the data is received back from the Survey Vendor in early June.

Reports

Where do I find the commercial OPM FEHB Codes I entered on the submission page?

The Yes or No designation for OPM appears on the submission information chart at the bottom of the Interim Summary Report page. When you click the Export Submissions to Excel the codes entered are located here.

***Will I be able to save a copy of the work I have completed for the HOQ?**

Yes, you will be able to save and export the Interim Summary Report to your own files.

Mark As Final

How do I review the HOQ to double check what I have completed before I mark my submission final?

When you complete the HOQ, click **Reports** on the menu bar to generate a 2014 HOQ Interim Summary Report. Review the report to ensure that the data are correct.

NCQA highly recommends this step! Once you submit the HOQ, ***no further modifications may be made***.

* = new FAQ questions